

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 10/673,105) Confirmation No.: 2566
Applicant: FLOCKHART et al.)) TC/A.U. 3623
Filed: 09/26/2003)) Examiner: Nadja N. CHONG CRUZ
Docket No.: 4366-113))
For: CONTACT CENTER RESOURCE)
ALLOCATION BASED ON WORK)
BIDDING/AUCTION)

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of September 2, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 15 of this paper.